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1. What are Food Stamps?

Food Stamps is a nutrition program that supplements a low-income family's food budget to ensure they are getting adequate nutrition. Food Stamps can only be used to purchase food items. The program name is Food Stamps but beneficiaries no longer receive their benefits in stamps. Instead, they receive them electronically on a Electronic Benefit Transfer (EBT) card.

2. I have seen the name SNAP. What does it mean?

The Food and Nutrition Service recently renamed Food Stamps to Supplemental Nutritional Assistance Program (SNAP), but in California it is still called Food Stamps. Watch for a new name soon.

3. What are some requirements to be eligible for Food Stamps?

In order to receive Food Stamps from Stanislaus County, here are some of the general requirements you must meet in order to be eligible.

- A resident of Stanislaus County
- A low-income household
- Have or be in the process of obtaining Social Security Numbers for all household members
- Willingness for all adults in household to be fingerprinted
- Willingness to provide all requested verifications.

4. How do I apply?

You may apply in person at any Community Services Agency (CSA) office, by calling CSA at (209) 558-2777, or applying online at C4Yourself.com. You must have a face-to-face interview with a case manager before benefits can be approved. If you are disabled and cannot come into the office, we may do a home visit or phone interview.

5. Where are your offices located?

Community Services Agency (CSA) 251 E. Hackett Road Modesto, CA 95358 (209) 558-2777	CSA Turlock 101 Lander Avenue Turlock, CA (209) 664-8150 OR 275 3rd St Turlock, CA (209) 664-8287
Hughson Collaborative 2413 3rd Street Hughson, CA (209) 558-4564	West Modesto Community Center 401 Paradise Road, Bldg. E Modesto, CA (209) 558-5142
Riverbank 2201 Morrill Road Riverbank, CA (209) 552-2401	Scenic 1014 Scenic Avenue Modesto, CA (209) 558-4120

6. What are your hours of operation?

The Community Services Agency offices are open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

7. What verifications are necessary to provide when applying for Food Stamps?

You may apply without proof, but you will have to give certain information before your Food Stamps can be approved. Your worker will tell you what proof is needed. If you can not get the proof yourself ask your worker to help you. Here is a list of **some** of the items required:

- Proof of identity of the applicant
- Social Security card(s)
- Naturalization documents(s)
- Alien registration card(s)
- Income verification
- Bank Account statement(s)

8. Do I have to have children to be eligible for Food Stamps?

No. Adults without dependents may apply for and be eligible for Food Stamp benefits.

9. Do I have to be a US citizen to be eligible?

No, but you have to be an eligible non-citizen. You must have the legal right to stay in the United States permanently.

10. What are the income standards for Food Stamps?

You must be low-income to qualify for Food Stamps. Below are the income standards effective 10/1/2009. These amounts usually change every October. If your Household (HH) income falls below the income standard you **may** be eligible for Food Stamps.

**Food Stamps Income Standard Chart
Effective 10/1/2009**

HH Size	Max Gross Income	Max Net Income	Maximum Coupon Allotment
1	\$1,174	\$903	\$200
2	\$1,579	\$1,215	\$ 367
3	\$1,984	\$1,526	\$ 526
4	\$2,389	\$1,838	\$ 668
5	\$2,794	\$2,150	\$ 793
6	\$3,200	\$2,461	\$ 952
7	\$3,605	\$2,773	\$ 1052
8	\$4,010	\$3,085	\$ 1202
Each additional person add:	\$ 406	\$ 312	\$150

Note: Gross income is income before taxes or any other deductions. Net income is income after all allowable deductions. The gross income test does not apply to Elderly/Disabled households.

11. What are the property standards for Food Stamps?

The property limits are \$2,000 per household, or \$3,000 for a household with all elderly/disabled members. Some property is exempt, such as vehicles and the home you live in. You should apply and let your case manager determine if you are property eligible.

12. What if I have a food emergency?

If you have little or no food you may be eligible for Expedited Food Stamps. Expedited Food Stamps may be available to you within three days if your and your household are eligible for the Food Stamp program and have 1) Rent or mortgage and utility costs that are more than your liquid resources and this month's income before deductions, OR 2) No more than \$100 in liquid resources and less than \$150 income for the month before deductions, OR 3) No more than \$100 in liquid resources and at least one member who is a migrant or seasonal farm worker. Before you can get Food Stamps, you must be interviewed within three days and provide proof of your identity.

13. I am homeless could I still be eligible for benefits?

Yes. You will be asked to provide a contact address/phone number so we can reach you if necessary. If you do not have an alternate mailing address we will provide a local address for you to use so you can pick up your mail.

14. If I receive SSI/SSP am I eligible for Food Stamps?

No. The state of California provides a portion of money in the SSP payment that is intended to help the recipient buy food. You may apply for other household members who do not receive SSI/SSP.

15. If I am approved to receive benefits, how do I access them?

Food Stamp benefits are accessed through an Electronic Benefit Transfer (EBT) card. The EBT card works much like an ATM or debit card and can be used to buy groceries.

16. What happens if my EBT card is not working?

EBT cards do not work for various reasons, such as the card may not be active, or there are no remaining benefits. You may call your case manager or 1-877-328-9677 for assistance.

17. What if I have lost my EBT card?

Call 1-877-328-9677 to report your card lost or stolen immediately. At this time you may also request a new card be mailed to you. If you need a new card right away contact your case manager or go into your local Community Services Agency office.

18. What if I don't think I am eligible? Can I still apply?

Yes, you may apply for Food Stamps at any time.

19. How do I find out who my case manager is?

You can use our automated system to find out who your case manager is by calling (209) 558-2777.

20. I can't reach my worker, what should I do?

Please leave a message with your assigned case manager. If they do not return your call within 48 hours, you may call (209) 558-2777 and ask to speak to their supervisor. Our phone calls are our priority. Please let us know if you are not receiving a returned phone call.